

### Model Family Referral Policy:

“Parent referrals” are inclusive of any custodian/guardian’s referral (oral or written) directly to the CSA office. In such cases, the CSA coordinator or locally designated individual will obtain consent to exchange information from the parent and information regarding the child’s needs. The child may meet CSA eligibility criteria and the case will be assigned to a public child-serving agency. The parent will be offered a FAPT meeting within 30 days of the request to the CSA. The CSA coordinator or locally designated individual may additionally provide information to the parent/guardian regarding potential community supports that may address identified needs. If the child is not assigned to a public child serving agency, but the parent still requests a FAPT meeting, the CSA coordinator or locally designated individual may represent the family at the FAPT for discussion purposes. The CSA Administration will keep a record of all parent referrals by disposition.

It should be noted that the 2015 General Assembly amended §2.2-5206 requiring local Community Policy and Management Teams to establish a process for parents to refer children to the local CSA teams. This Model Family Referral Policy is available to localities as an option in meeting this requirement.